INSTRUCTIONS FOR CLAIMANTS SWITCHING FROM IVR TO UI ONLINE

Switching from using the IVR to UI Online requires using your IPASS password. If you do not have this password, your IVR PIN number can be used.

Here is the process to follow:

- ❖ Log onto UI onto using your SSN.
- Enter IVR Pin #
 - o If you do not remember your PIN, select 'Forgot Pin' button.

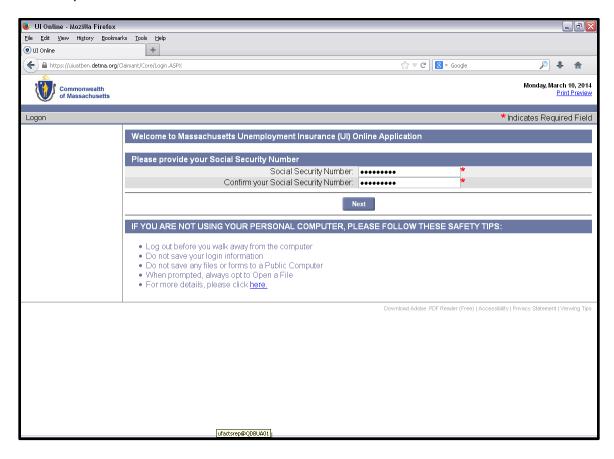
Note: Security question will be given to you

- ❖ You will be asked to:
 - Re-enter SSN
 - Date of Birth (DOB)
 - o Gender
 - Answer security question
- Select password for UI Online and can change security question and answer.
- You can now access UI Online. Please record password and security question in a safe area for accessing at a later date.

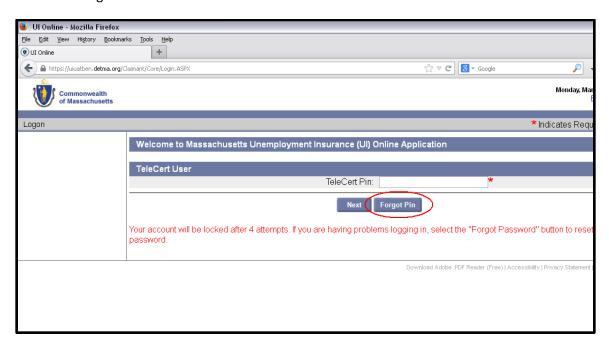
The following two scenarios demonstrate the steps for establishing the your Online account with or without a PIN #

Scenario 1 – You do not remember your PIN

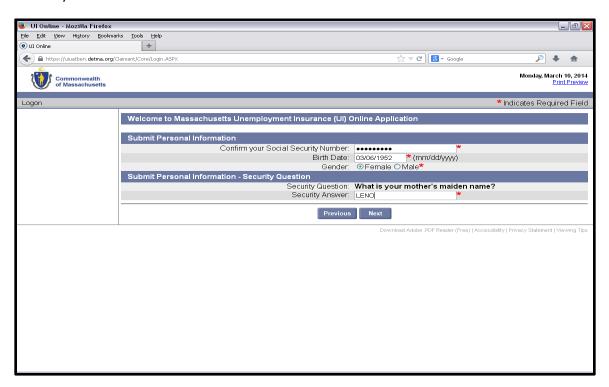
1. Enter your SSN:



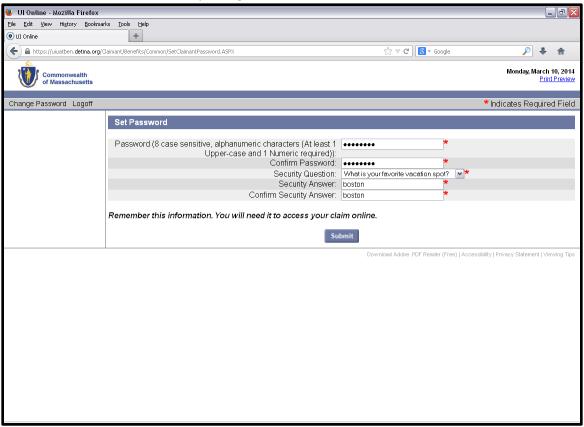
2. Select 'Forgot PIN' button:



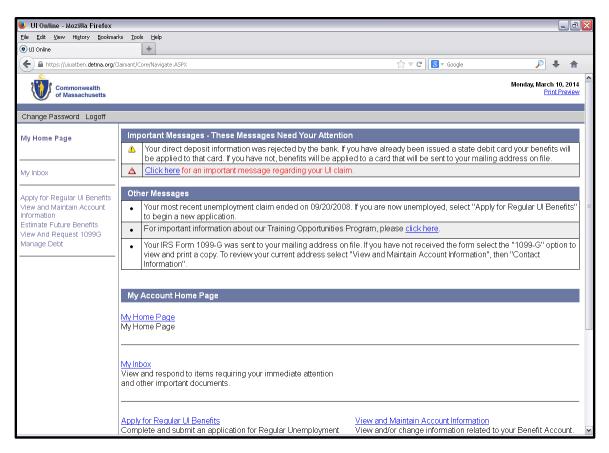
3. Verify the information on the screen:



4. Set up your Password and New Security Question/Answer (note: this will NOT change the PIN. You must call the PIN line to make any changes).



5. You are now at their Home Page (the next time you log into UI Online, you will be asked for your Password, not PIN):

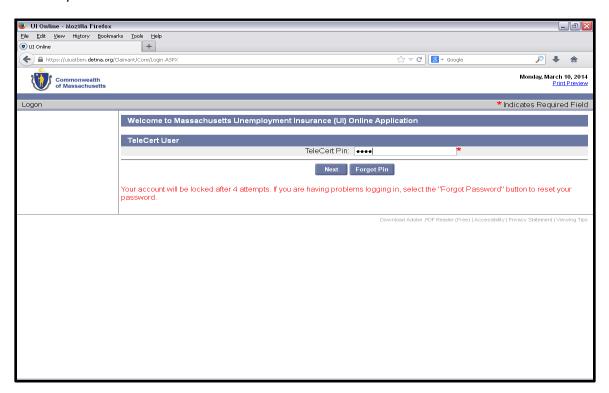


Scenario 2 - You have your PIN

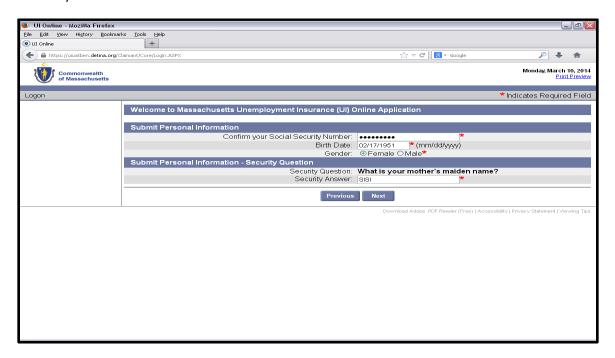
1. Enter SSN:



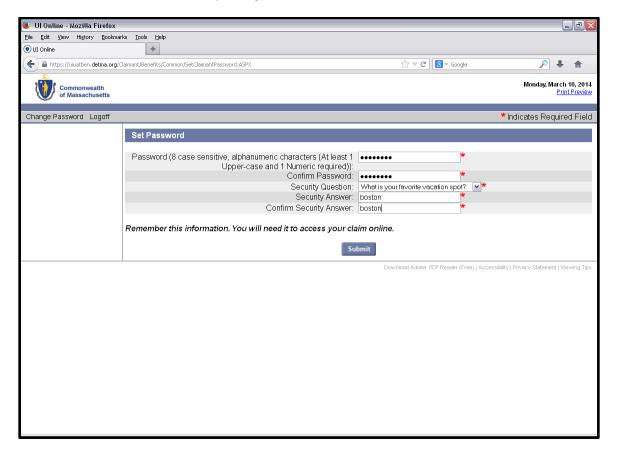
2. Enter your PIN:



3. Verify the information on the screen:



4. Set up your Password and New Security Question/Answer (note: this will NOT change the PIN. You must call the PIN line to make any changes).



5. You are now at their Home Page (the next time you log into UI Online, you will be asked for your Password, not PIN):

